

NAKYABULA

LYDIA

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- ✓ 971-502-565-994
- ✓ Female
- ✓ 14/11/1996
- ✓ Ugandan



PROFILE SUMMARY

- ❖ Hospitable, presentable and hardworking outgoing, polite and professional attitude toward all patrons. I naturally enjoys talking to people, creating unique related style and atmosphere.
- ❖ Aiming at finding a challenging waitress position with an exciting employer where I will be able to continue to increase on my working experience and develop my abilities.

Area of Interest

❖ HOSPITALITY

*Waitress
Speke Resort Uganda
2 year from 2018*

- ❖ Greets guests and presents them with the menu.
- ❖ Informs guests about the special items for the day and menu changes if any.
- ❖ Suggest food and beverages to the guest and also try to upsell.
- ❖ Take food and beverage orders from the guest on the order taking pads or on the handheld Point of sale (POS) system.
- ❖ Obtaining revenues, issuing receipts, accepting payments, returning the change.
- ❖ Performing basic cleaning tasks as needed or directed by supervisor.
- ❖ Filling in for absent staff as needed
- ❖ Punch the order on the POS machine and make sure to enter the special requirements made by the guest while ordering the food. E.g.: No
- ❖ Communicate to the guest and provide assistance with their queries. ☑
- ❖ Server food and beverage to the guest as per the course of order.
- ❖ Observes guests and ensure their satisfaction with the food and service.
- ❖ Promptly respond to guest with any additional request.
- ❖ Maintaining proper dining experience, delivering items, fulfilling customer needs, offering
- ❖ Desserts and drinks, removing courses, replenishing utensils, refilling glasses.
- ❖ Prepare mixed drinks for service to your customers table.
- ❖ Properly open and pour wine at the tableside.
- ❖ Adhere to grooming and appearance standards consistently.
- ❖ Tally the Credit Card settlements for the day with the batch closing

Key Skills & Competence

- ❖ Ability to recommend food and beverage combinations and up-sell alternatives
- ❖ Adequate experience in using cash machines
- ❖ Experience in working in luxury environment
- ❖ Basic knowledge of all food and beverages which is Offered.
- ❖ Building rapport and relationships with guests/ customers.

Education

College Diploma

- ❖ Majoring in Culinary Arts
- ❖ Kampala Culinary College, Sheraton Falls, WI.
- ❖ Anticipated Completion: 2019
- ❖ Relevant Coursework: Culinary Fundamentals, Breakfast, Brunch, and Lunch, Baking and Pastry Skill Development, Food Safety, Hospitality and Customer Service, Beverage Operations Management, Sanitation and Safety, Pastry Techniques and Artistry.

*Waitress/Hostess
Café Javaz
2years from 2017*

- ❖ Greeting guests as they enter and putting them on a waiting list as necessary.
- ❖ Providing guests with menus and answering any initial questions.
- ❖ Seating guests at tables or in waiting areas.
- ❖ Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- ❖ Engaging with guests to ensure they're happy with food and service.
- ❖ Responding to complaints and helping to resolve them.
- ❖ Answering phone calls, taking reservations and answering questions.
- ❖ A knowledge of the menu.
- ❖ Helping out with other positions in the restaurant as needed.

Special Skills

- ❖ Customer service orientation
- ❖ Strategic thinking
- ❖ Open Table and Guest Bridge Reserve.
- ❖ Excellent customer service that is Organizational, Communication & listening skills
- ❖ Interpersonal Skills.
- ❖ In-depth Knowledge of Wine and Spirits.
- ❖ Computer Skills

Languages

- ❖ English Excellent
- ❖ Arabic Elementally

Reference

- ❖ On Request

Declaration

- ❖ I hereby declare that the above mentioned information is true to the best of my knowledge